

## Submission form: 'Comparing and switching electricity plans'

Common Grace Aotearoa made this form. If you prefer, use the Electricity Authority's short survey or long form (p. 49)

Name etienne wain Email address [REDACTED]

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### Questions

1. What barriers have you experienced when comparing electricity companies? What would make it easier for you to compare and switch?  
- fear of temporary disconnection between  
- hard to know which plan is cheaper  
casually a switching
2. The Electricity Authority is proposing:
  - o To support an existing or new, externally run, website(s).
  - o To require retailers to provide their existing consumers with best plan information.
  - o Community advisers to support comparison and switching.
  - o Promotional activity and campaigns for comparison and switching services.

Do you support their approach?

Yes ☺

+ info on sustainability - where the electricity comes from.

3. Do you think it's important for the Authority to fund and support a comparison and switching website? Why?

Yes! Because the market is not incentivised to find one by itself. + The EA is well-placed as the regulator to inform & support the site

4. What problems, if any, do you see with current comparison and switching websites, such as Powerswitch?

- not well-known about (not well advertised)
- difficult to find the necessary info e.g. ICP, power plan, usage

5. Do you support the proposal that companies must regularly tell customers which plan would be best for them? How often should they do this?

- Yes! - Quarterly. Esp. impt. coming into winter.

6. What do you think about the idea of requiring companies to automatically switch customers to the best plan? (The customers could then switch back to the old plan if they preferred.)

- Rather than this, companies should change ~~plans~~ (rather than auto-switch) the lower of [current plan charge, best plan charge] & inform consumers which their charges.

7. Do you think companies should be required to include standard information on power bills, so customers can compare easily?

Yes! EA could regulate what standard info this is & how it's displayed - like KiwiSaver Product Disclosure Statement

8. How else could the Electricity Authority support people to compare and switch power plans?

- Targeted ads to students, beneficiaries, low-income earners.
- Support workshops a education in halls of residence, marae.
- Competition - giveaways for people who use the site. Community centres, libraries